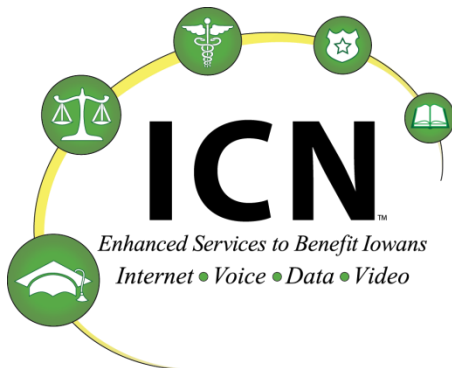# Iowa Communications Network's 2015 Customer Survey

Providing Internet, data, video conferencing, and voice services to K-12 schools, higher education, healthcare sites, state and federal government, National Guard armories, and libraries.

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Enhanced Services to Benefit Iowans
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Contents

Methodology

The Iowa Telecommunications and Technology Commission, doing business as the Iowa Communications Network, is an independent executive branch state agency that administers a state-wide fiber optic network for the State of Iowa. Chapter 8D, Code of Iowa specifies the authorized users of the Network, which includes public and private education, state and federal governmental agencies, public libraries, hospitals and physician clinics, and National Guard Armories. Satisfaction of ICN authorized users is an integral part of the agency's mission.

One survey was released to groups within the ICN user base: account consultant contacts, technical support contacts, video scheduler contacts, billing contacts, and users who have had service desk requests resolved. The goal of the survey was to determine the overall customer satisfaction level, as well as the user satisfaction with specific services impacting the respondents in each specialized group. For this analysis, all responses to specific questions from the groups were aggregated to provide an overall response.

Contacts were compiled from existing spreadsheet listings. A total of 4,480 users successfully received the invite to take the survey on April 23. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software with the window to respond between the initial invitation dates of April 23, 2015 through May 7, 2015. A reminder e-mail was sent by staff on May 4, 2015. Following are the response rates for the surveys:

Surveys	Invitations Successfully Received	Completed Surveys	Response Rate
2015 Total	4,480	432	10%
2015 Reminder Email	4446		
2014 Total	3,976	551	14%
2013 Total	3,112	522	17%

The response rate for the survey was 10 percent compared with a 14 percent response rate for FY 14. The survey included a skip logic feature that allowed respondents to answer sections of the survey that were applicable with their experiences only during the past fiscal year. There were also "open-ended" survey questions.

Additional items to note with the survey include:
- The 2015 survey allowed ranking of services for the current fiscal year only.
- The "do not know/not applicable" responses were not included in the satisfaction calculations.
- Comments within the survey have only been altered if a specific functional area/employee was mentioned, to change misspelled words, and use capitalization needed for clarification.
- For satisfaction questions, various value levels changed to reflect the 'good, great, and excellent' appreciation internal exercise.
- There was a new section of questions added for technology coordinators to respond about changes/concerns/obstacles/advancements.

Terminology

- **_Accountable Government Act (AGA) Performance Plan Target_** – Iowa agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 85 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- **_ICN Services_** – Voice, data, Internet, and video specific products.
- **_ICN Personnel Conduct_** – Personnel conduct includes the delivery of the product and attributes such as professionalism, timeliness, and follow-through with customers.
- **_Satisfaction Score_** – This rating is the combination of the very satisfied and satisfied rating for the overall satisfaction of ICN services. For other value and satisfaction questions, ICN modified the value level options to reflect the 'good, great, and excellent' appreciation internal exercise. The "Don't Know" and "Not Applicable" responses are not considered in determining value or satisfaction scores.

Executive Summary

The ICN annually requests feedback from authorized users to take a pulse of their satisfaction regarding services provided. The measures generated by the surveys are included in the Accountable Government Act performance evaluations.

Demographic Information

By what type of organization are you employed?

Answer Options	Response Percent	Response Count
K-12 School (including Area Education Agencies)	33.6%	145
Higher Education (Regents Universities, Community Colleges, Independent Colleges and Universities)	5.3%	23
Executive Branch (State Agency)	42.8%	185
Judicial Branch	1.9%	8
Legislative Branch	1.4%	6
Federal Agency	0.9%	4
Public Library	3.7%	16
Healthcare Organization	5.6%	24
Other (please specify)	4.9%	21
	Total	**432**

Other:
- Independent public agency
- K-8 Nonpublic
- Public entity
- DNR
- UI Appeals - Iowa Workforce Development
- ICN
- Iowa DNR
- DNR
- Court Reporting Firm
- Department of Public Safety
- Private Telecom Company
- Preschool
- Parochial School
- DHS
- State Building
- TCS
- Professional
- Public Safety Answering Point
- County
- State Agency
- State government – DNR

Overall Satisfaction

Overall, how satisfied are you with the services you receive from ICN?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Not Applicable		Response Count	At Least Somewhat Satisfied
Today	227	61.19%	119	32.08%	15	4.04%	10	2.70%	Not included in response count	55	371	**93.26%**
Last Month	220	58.51%	129	34.31%	13	3.46%	14	3.72%	Not included in response count	49	376	**92.82%**
6 Months Ago	214	56.61%	136	35.98%	19	5.03%	9	2.38%	Not included in response count	44	378	**92.59%**
1 Year Ago	203	54.42%	139	37.27%	22	5.90%	9	2.41%	Not included in response count	48	373	**91.69%**

Findings: Over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with today's overall satisfaction of services received from the ICN, which is similar to last year's score. The overall satisfaction score is a 1.29 percent increase from FY 14 overall satisfaction rating. Satisfaction levels stayed consistent when measuring various timeframes. The value level option in this question changed to reflect the 'good, great, and excellent' appreciation internal exercise.

How would you rate the value of the services you receive from ICN?

Answer Options	Excellent Value		Great Value		Good Value		Poor Value		Don't Know		Response Count	At Least Good Value
Today	153	44.61%	85	24.78%	88	25.66%	17	4.96%	Not included in response count	81	343	**95.04%**
Last Month	152	43.80%	86	24.78%	88	25.36%	21	6.05%	Not included in response count	74	347	**93.95%**
6 Months Ago	145	41.55%	89	25.50%	93	26.65%	22	6.30%	Not included in response count	69	349	**93.70%**
1 Year Ago	134	39.07%	93	27.11%	91	26.53%	25	7.29%	Not included in response count	72	343	**92.71%**
6 Months from Now (Do you anticipate future value due to needs?)	135	44.55%	79	26.07%	75	24.75%	14	4.62%	Not included in response count	111	303	**95.38%**

1 Year from Now (Do you anticipate future value due to needs?)	131	43.67%	81	27.00%	73	24.33%	15	5.00%	Not included in response count	112	300	95.00%

Findings: Ninety-five (95) percent of those responding to this question indicated that the value of ICN services today was either an excellent, great, and good value. Just under five (5) percent of the respondents indicated that today ICN's services were a poor value. Satisfaction levels stayed consistent when measuring various timeframes. The value level option in this question changed to reflect the 'good, great, and excellent' appreciation internal exercise.

What services do you use from the ICN? (Select All That Apply)

Answer Options	Response Percent	Response Count
Video Conferencing	32.0%	125
Voice (Phone) - Local/Long Distance/Toll-Free	45.0%	176
Voice over Internet Protocol (VoIP) (Voice/Phone)	9.5%	37
Desktop Telephone Sets/Features/Voice Mail (Voice/Phone)	30.9%	121
Long Distance / Toll Free (Voice/Phone)	35.3%	138
Internet	63.4%	248
Ethernet (Data)	34.5%	135

Comments

- Not easy to use at hours we need them.
- I haven't used the ICN locally since 2002. My district does not have a connection.
- We also use voice conferencing
- ICN services are off site. We do not utilize the ICN.
- I pull down a lot of data, and could always use a faster connection
- None of the above. We are former customers.
- I am a new employee so am unsure of this answer.
- Use mostly DSO lines
- Internet provided by local AEA
- None-Use webinar or other forms of distance learning.
- K-12 classroom instruction
- Host our website

- We used to do more ICN room usage we haven't had any this school year.
- There are times the long distance doesn't work. I've had to use my personal cell phone to return calls.
- We intend to utilize the ICN for data sharing between PSAPs
- Hmmm... Confusing here. Our Internet is Ethernet.
- Conference Call
- Teleconferencing
- Not sure what VOIP means?
- RCI is a charter member of the IRHTP
- ICN room has only been used once in the past year.
- ICN room used for classes

What is your level of awareness of the following ICN services?

Answer Options	High Awareness		Some Awareness		Minimal Awareness		I didn't know ICN offered this service		Response Count	At Least Some Awareness
Data	143	34.54%	144	34.78%	81	19.57%	46	11.11%	414	**69.32%**
Internet	214	51.20%	112	26.79%	60	14.35%	32	7.66%	418	**77.99%**
Video Conferencing	142	34.63%	152	37.07%	84	20.49%	32	7.80%	410	**71.71%**
Voice (Phone) - Local/Long Distance/Toll-Free	188	45.08%	117	28.06%	71	17.03%	41	9.83%	417	**73.14%**

Findings: There was a significant increase in the high awareness percentage for Voice services (45.08%) compared to FY 14 (35.90%). When totaling the 'at least some awareness' all awareness options increased in FY 15 from FY14 (data 62.15%, Internet 76.67%; video: 58.16% and Voice 63.87%).

Services and Other Information

Note: The percentage of "Don't Know/Not Applicable" responses for all service areas is quite high, leaving a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Due to the small sample size some of the conclusions that might be reached may not be appropriate.

Rate your satisfaction with the following ICN services?

Findings: The value level option for this question changed to reflect the 'good, great, and excellent' appreciation internal exercise. For the FY15 survey, ICN removed the technical service options from this question due to the low number of responses. All service options received an 'at least good satisfaction' score of above ninety (90) percent.

Answer Options	Excellent Satisfaction		Great Satisfaction		Good Satisfaction		Poor Satisfaction		I don't use this service		Response Count	At Least Good Satisfaction
Video Conferencing	40	**29.85%**	43	**32.09%**	45	**33.58%**	6	**4.48%**	*Not included in response count*	212	134	95.52%
Voice (Phone) - Local/Long Distance/Toll-Free	66	**34.74%**	66	**34.74%**	52	**27.37%**	6	**3.16%**	*Not included in response count*	165	190	96.84%
Voice over Internet Protocol (VoIP) (Voice/Phone)	8	**15.69%**	23	**45.10%**	19	**37.25%**	1	**1.96%**	*Not included in response count*	275	51	98.04%

Desktop Telephone Sets/Features/Voice Mail (Voice/Phone)	38	**27.54%**	43	**31.16%**	47	**34.06%**	10	**7.25%**	*Not included in response count*	198	138	92.75%
Long Distance / Toll Free (Voice/Phone)	70	**42.68%**	58	**35.37%**	33	**20.12%**	3	**1.83%**	*Not included in response count*	183	164	98.17%
Internet	106	**41.57%**	83	**32.55%**	56	**21.96%**	10	**3.92%**	*Not included in response count*	103	255	96.08%
Ethernet (Data)	64	**42.11%**	48	**31.58%**	33	**21.71%**	7	**4.61%**	*Not included in response count*	176	152	95.39%

Comments

- We are limited to a capacity of 35 Meg. We have needs of much greater bandwidth.
- The people who run the ICN are always helpful, I think you should get the sites off of the website if they are not available
- The guys are wonderful to work with and very willing to help.
- Consider evolving to digital phone and voice mail connected to users' inboxes.
- I am not sure what's happened the last month but the ICN has been almost impossible for my students to use for their classes with Iowa Western Community College.
- Sometimes the long distance connection with FEMA in Kansas City is poor. This may be due to FEMA's inability to conduct even rudimentary business with the outside world.
- In our office we have very old phones that need upgraded desperately. However, this is on hold until?
- I'm not sure if we use Internet/Ethernet in all our offices.
- Not sure what we use is thru ICN. Work in the county office so not sure if the state provides or the county provides
- Internet is sometimes slow.
- I am a new employee and am not sure I have used any of these services.
- Quicker videoconferencing invoices would be very helpful. The delay in invoicing can be difficult.
- Excellent troubleshooting when a DSO line is down
- Desktop Telephone Sets/Features/Voice Mail too complicated for the average person. Too complicated for changing voicemail.
- Some phones revert to DND (do not disturb) randomly.
- Upgrade to 50mbs at one of my locations took 6 months longer than the original completion date.
- We'd like better troubleshooting support, particularly during denial of service attacks. Ideally, we would see a hardening of defenses at the ICN level, not just a reliance on the AEA and district level techs.
- Long distance service is somewhat unreliable. There are times I've had to use my personal cell phone to return phone calls. I also am extremely dissatisfied with the new phones we received 1-2 yrs. ago. My job involved looking up information on the computer while speaking with clients, and these phones are close to impossible to cradle and type. I'd love to have my old set back.
- Network is slow compared to home.
- Have old phones. Seems like every time there's a storm our phones go down. ICN is contacted and jumps right on it so satisfied with response time.
- I only do the billing and do not use the services.

- Issues with not being able to access voice mail happen a bit too frequently.
- Internet is provided through the AEA, not direct to the District
- New Phone System installed a couple months ago. The new system does not appear as trouble free as our previous systems. Newer is not necessarily better.
- Support is VERY good! Always helpful always friendly and always calls back. Some of the best I have ever dealt with.
- Current use is through the State wireless 911 network and IOWA/NCIC system
- The true problem with service is that it is hard to get things changed and that your areas don't communicate with each other and I get passed around when I have a problem.
- NO ICN use at this school.
- Video Conf - always have problems of some type. Phone - doesn't give enough time to dial if looking back and forth between computer screen (for phone #) and the phone dial pad. I shouldn't have to write down a number to place right in front of me in order to have time to dial it. Very frustrating. Phone Voicemail - too much blahblahblah before I can listen to msg. "You have one new message. It is voice (thank you Ms. Obvious). To listen to your voicemail, press ......). Just get to the point. After listening to a message, more yakkity yak that is not necessary. Again, just get to the point.
- We only use conference calling feature
- Our webservers seem extremely slow. I doubt this has much to do with ICN, probably more a matter of OCIO incompetence.
- Teleconference - poor satisfaction
- Horribly slow internet service. Intermittent service during wet weather. No available alternatives to this poor service.
- Not sure what Ethernet (Data) means.
- The only complaint I ever receive from customers with phone service is not the actual service provided...they just don't like the hold music choices:)
- The internet has been extremely slow and frequently crashes
- I do not like taking calls that do not belong to this Division when calls are transferred to our main line.
- I have VOIP but have it through One Neck. I do contact ICN when our T1 or Ricci box is down.
- The ePipes we have with our affiliate hospitals have had a tremendous impact on the service we provide. Our Internet is rock solid and performs great. What I appreciate the most is the service and support we get from the NOC. We don't need them often but when we do we get the kind of support that is exemplary of what great support is.
- Only used once in the past year.
- Biggest issues are being charged for services we no longer use & the constant battle to have these corrected. Some have had to be requested numerous times.
- Data transmission is fine. My concern is our connection recently installed is going to be billed at a much higher rate because it is provided by Mediacom rather than CenturyLink. We tap into a CenturyLink connection at the local public library...we wish to expand to a higher bandwidth but are told that if we move to our local point of presence on our campus costs will rise dramatically and we would be forced to pay a third party (I'm assuming Mediacom) an unreasonable amount and be forced into a six year contract.
- Connectivity between the major data users seems slow. Particularly for GIS applications, it makes more sense to store data remotely and call through a service rather than duplicate large datasets at multiple locations.

Approximately how often do you typically contact (by phone or email) the following ICN functional areas?

Note: The "Never" responses are high, which are not included in the total count. By not including the respondents, it leaves a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Because of the small sample size some of the conclusions that might be reached may not be appropriate.

Answer Options	1-3 Times		4-6 Times		7-9 Times		10+ Times		Never		Total Contacts
Account Consultants	77	66.96%	14	12.17%	8	6.96%	16	13.91%	Not included in response count	229	115
Administration Staff	56	69.14%	15	18.52%	4	4.94%	6	7.41%	Not included in response count	258	81
Billing Staff	53	67.95%	16	20.51%	2	2.56%	7	8.97%	Not included in response count	262	78
Engineering Staff	53	60.23%	20	22.73%	9	10.23%	6	6.82%	Not included in response count	253	88
Operations Staff	66	55.46%	26	21.85%	16	13.45%	11	9.24%	Not included in response count	224	119
NOC / Help Desk	106	53.27%	38	19.10%	17	8.54%	38	19.10%	Not included in response count	150	199

Comments
- Most of the contact is in reference to filling out E-rate forms.
- Classroom activities
- The help desk has been helpful the one time I used them.
- I have no need to contact ICN, and have no access/authority to do so.
- Call NOC when enter FOTS room
- Generally we just go through AEA if we have issues
- Our business office does most of the contacting regarding billing.
- The DNR has a contact person we are to utilize when we are having issues so I do not personally contact ICN.
- Always great service
- Strange question as we aren't allowed to call the ICN anymore. You just call and they create a ticket. You can't talk to anyone or any department.
- I usually don't contact help desk. They are always aware when there is a problem.
- Help desk and sometimes billing staff I will have to go through our person who takes care of the ICN for the department.
- Our agency has a single POC to contact ICN with questions, issues, requests or concerns
- Have contacted tech support about equipment issues

How satisfied are you with the following agency attributes?

Answer Options	Excellent Satisfaction		Great Satisfaction		Good Satisfaction		Poor Satisfaction		I don't use this service		Response Count	At Least Good Satisfaction
Quality of responses to questions and concerns	110	**43.14%**	77	**30.20%**	58	**22.75%**	10	**3.92%**	*Not included in response count*	101	255	96.08%
Timeliness of responses	112	**43.75%**	68	**26.56%**	68	**26.56%**	8	**3.13%**	*Not included in response count*	100	256	96.88%
The knowledge level of ICN personnel	115	**45.28%**	77	**30.31%**	60	**23.62%**	2	**0.79%**	*Not included in response count*	99	254	99.21%
ICN staff keeps you informed of changes	94	**38.06%**	65	**26.32%**	70	**28.34%**	18	**7.29%**	*Not included in response count*	108	247	92.71%
Ability to anticipate needs	73	**31.74%**	59	**25.65%**	77	**33.48%**	21	**9.13%**	*Not included in response count*	126	230	90.87%
Proactively provides assistance	81	**34.03%**	70	**29.41%**	63	**26.47%**	24	**10.08%**	*Not included in response count*	119	238	89.92%
Professionalism	134	**50.95%**	77	**29.28%**	48	**18.25%**	4	**1.52%**	*Not included in response count*	92	263	98.48%
Updates on service status	98	**39.84%**	69	**28.05%**	66	**26.83%**	13	**5.28%**	*Not included in response count*	111	246	94.72%
Responsiveness	112	**43.41%**	76	**29.46%**	55	**21.32%**	15	**5.81%**	*Not included in response count*	99	258	94.19%
Follow-through	106	**41.41%**	78	**30.47%**	56	**21.88%**	16	**6.25%**	*Not included in response count*	99	256	93.75%
Service met your objectives	108	**40.75%**	82	**30.94%**	61	**23.02%**	14	**5.28%**	*Not included in response count*	91	265	94.72%
Overall agency performance	103	**38.15%**	90	**33.33%**	67	**24.81%**	10	**3.70%**	*Not included in response count*	82	270	96.30%

Findings: The value level option in this question changed to reflect the 'good, great, and excellent' appreciation internal exercise. All agency attribute percentages were in the 90 percent or higher range, with the exception of 'proactively provide assistance', which received an 89.92 percent. Overall Agency Performance was 96.30 percent.

What comments, if any do you have regarding the performance of ICN staff members?

- One time in the past year my telephone was not functioning due to condensation in the area where cords originate. The representative who serviced the problem was thorough, efficient, pleasant and knowledgeable.
- Right now we are having problems with ICN and we need it "right now" for classes. If you'd asked me all of these things 3 months ago I would have said either great or excellent for everything. It may be that my students have to drive 30 miles so they can finish up this class. That's my frustration.
- The staff that works our building is most helpful and knowledgeable
- Overall, I don't have negative feelings on ICN, I do wish I get more prompt service when it comes to working with ICN and other vendors on internet/data.
- Don't know why you sent this to me, my phone number changed and that was all
- There needs to be more of a focus on customer satisfaction among the tech support staff. Too often, their efforts are siloed, leading to less than satisfactory service.
- I have not talked to anyone this year but I did last year and the staff was very helpful and answered all my questions.
- They are always professional.
- This is just based off the bills we receive and any billing questions we may have about the account.
- Excellent every time I have dealt with them.
- My only concern is that they don't know what each other is doing.
- I usually only have to work with consultants when I need to change level of service. When I do deal with them, they are thorough, courteous and professional. The minimal times I have had to contact help staff, they are helpful as well.
- Teleconferencing - one hand doesn't know what the other hand is doing and can't answer questions about the service.
- When calls are transferred to this Division that we shouldn't receive, it becomes a challenge to respond quickly and correctly sometimes.
- ICN staff tends to never accept their responsibility for things done incorrectly. Always blame end users, even when things are done as instructed. Very frustrated with ICN's service.
- I don't think it is the problem with ICN but the provider, usually turning the ticket out to Century Link and they do not do well in providing what is going on to anyone. Then we are sitting here wondering what is going on, calling ICN but they have not gotten updated from Century Link. I think that is the problem, with the Century Link person not keeping us informed or getting right on it.
- Sometimes I do not receive timely responses from staff assigned to our needs. Help desk has always been very responsive overall.
- Difficult to answer as our agency uses a single POC to contact and work with ICN
- The staff who worked on our office reset were very professional and communication was very good. Changes to billings are very difficult. We paid too much for a change order. I submitted an advanced copy to help technicians and when I submitted the actual I was charged an expedited fee twice.
- HRE wanted an automated phone messaging service for the 2015 Healthy Opportunities Campaign. The service was unsatisfactory, delivery was late, and questions went unanswered. If fact, we were unable to use the automated telephone messages.
- From top to bottom we receive great service, support, and response to our needs.
- We continually get dropped off the list of announcements for changes because we are aggregated at Grant Wood. However we have our own FOTS room and we pay our own bill separately. Often Grant Wood does not pass along the outage info and therefore I struggle to keep asking ICN to keep us on the list separately. We are a statewide agency, not a school of the Grant Wood AEA. We only physically reside in that AEA. They do not have "jurisdiction" over us. (Iowa Braille School n Vinton.) We have staff in all 9 AEA's.

Have you had an ICN service issue in the past year?

Answer Options	Response Percent	Response Count
Yes	44.2%	159
No	55.8%	201

Findings: A total of 360 respondents answered this question, and 159 (44.2%) indicated that they did have a service issue in the past year, and 201 (55.8%) indicated that they did not have an issue. If respondents did not have service issues during FY 15 (answered No), they were directed to the next series of questions and did not rank NOC attributes.

If yes, please select which ICN service issue you had this past year. (Select all that apply)?

Answer Options	Response Percent	Response Count
Voice	42.1%	61
Video Conferencing	17.2%	25
Internet	46.9%	68
Data	27.6%	40

Findings: If respondents answered 'yes' to the question *'Have you had an ICN service issue in the past year'*, they were directed to select the service they had issues with. A total of 194 responses were received; Internet and Voice services had the highest response count.

Other (please specify)

- Classroom
- Minuteman UPS battery
- Moving a server/data lines
- DSO lines down
- 2 Breaks
- Billing
- Cut fiber; network slowness
- Ability to receive/retrieve voice mail more frequent than desired.
- Monitor went out, and video camera not working properly
- Slowdowns, but we think it was at the AEA level
- Move to new work area.
- FOT Room got to cold
- Billed for phone service we no longer had & billed for some other bureau's phone.
- Goes out way too often.
- Automated phone messages
- Equipment issue

How satisfied are you with ICN's Network Operations Center's performance?

Note: The value level option in this question changed to reflect the 'good, great, and excellent' appreciation internal exercise. If respondents did not have service issues during FY 15 (answered No to *'have you had an ICN service issue in the past year'*), they did not rank the NOC attributes.

Answer Options	Excellent Satisfaction		Great Satisfaction		Good Satisfaction		Poor Satisfaction		Not Applicable		Response Count	At Least Good Satisfaction
Promptness of answering inquiries	65	**45.77%**	42	**29.58%**	31	**21.83%**	4	**2.82%**	*Not included in response count*	12	142	97.18%
Knowledge level of staff	68	**48.57%**	42	**30.00%**	27	**19.29%**	3	**2.14%**	*Not included in response count*	13	140	97.86%
Timeliness of information and updates	60	**42.55%**	41	**29.08%**	26	**18.44%**	14	**9.93%**	*Not included in response count*	11	141	90.07%
Correctness of service installation/restoration	59	**43.38%**	38	**27.94%**	31	**22.79%**	8	**5.88%**	*Not included in response count*	13	136	94.12%
Professionalism of staff	75	**53.19%**	47	**33.33%**	18	**12.77%**	1	**0.71%**	*Not included in response count*	12	141	99.29%
Courteousness of staff	76	**54.29%**	46	**32.86%**	17	**12.14%**	1	**0.71%**	*Not included in response count*	12	140	99.29%
Overall NOC performance	63	**45.65%**	41	**29.71%**	30	**21.74%**	4	**2.90%**	*Not included in response count*	12	138	97.10%

Comments:
- Great people working in this area.
- We haven't gotten this problem fixed yet so the correctness doesn't apply - but I hope it will!
- "Our phones were ""reset"" due to old voice messages found on phone lines. However, we continue to have the same problem. I assume it's because our phones are so old and we need an upgrade"
- We interact with many different NOC's nationwide and ICN is one of the best that I personally have to work with. Always professional, helpful.
- The group is knowledgeable and friendly to work with.
- They have our backs and are always there... I shudder to think of having to use another provider at my location.
- The ICN classroom is the only thing left we'd consider from the ICN but with Zoom nobody uses it.
- Prompt, professional, knowledgeable, and courteous. Everything we want from the provider of these mission critical services.

Technology Coordinator Responses

Are you the technology coordinator for your organization?

Answer Options	Response Count
Yes	127
No	261
Total	**388**

Does your facility/buildings have sufficient Broadband?

Answer Options	Response Count
Yes	98
No	21
Total	**119**

Describe your Broadband Situation
- We are currently using two service providers.
- 1/2 of what we need. Have been trying to upgrade. Things have not gone smoothly.
- We have 25Mb, but will be increasing to 60Mb this summer.
- 50 Mb/sec with the option to increase to 100Mb/sec.
- 50 plus MBP
- Need greater internet speed especially after school
- 15mbps, need at least 30mbps
- 10 mb circuit, we are exploring if we need more, seems slow at times
- Currently 100MB moving to 140MB
- We are at 30 MB, but will be going to 100 MB next year
- Filed paperwork, equipment is installed. Just waiting for bandwidth increase.
- Always growing
- 50, upgrading to 75 this July
- We have 29 offices throughout Iowa and this seems to be an on-going issue
- I answered "no" because I don't know. How can I get usage data of my internet bandwidth based on time and day?
- 15 internet 30 overall
- Private fiber to each site; dual ISPs for redundancy

- 100 MB 700 users
- Local Phone owns a bit of fiber coming into our building
- With more students using streaming video do you ever have enough bandwidth
- 50mbs in 2 buildings
- 60mb current going to 300mb
- We aggregate 7 Gb for our schools.
- 1 GB
- 2 1 Gb circuits
- 100mb shared with six other buildings.
- 60MB...will be 110MB next year
- We have requested an update for next school year. I believe we are going to 20 mb
- We do not meet the FCC recommended 100kbps per student rate.
- We have fiber coming into the hospital for internet and data and another connection to our clinic in Williamsburg
- Minimum of 1G to each building
- 33mb upgrading to 100mb in July
- Need an additional line to provide redundancy to a medical clinic.
- 140 mb, we bounce at the top, but do not stay there
- Broadband to district is good but not between buildings
- We currently have 50 MB, going to 100 MB in July.
- Currently at 50MB, but increasing to 100MB this summer. We are able to keep up with usage.
- We would like to increase to 100 meg by 2016-17
- 3 MG/sec T1
- We are doubling our bandwidth for the 2015-16 year.
- IHA Fiber
- We use the Internet service offered as part of the IRHTP
- 100 Mbps for 3000 students and 350 staff
- I think it is low for phones and data
- 100 MB between buildings 300 MB to ISP

What technology changes or concerns have you had within the last 6 months?
Comments: 54
- Bandwidth needs continually rise, but of service remains stagnant.
- Backup Connectivity
- Slow Internet speeds lead to severe buffering.
- Communications between us, our AEA and ICN have been sketchy. ICN has not really met our needs.
- Added a 2nd ISP to provide redundancy and expanded ICN bandwidth
- Out grew bandwidth
- Updated the wireless and added 350 Chromebooks

- Not enough bandwidth for the building. Reliable connections. But, very poor communication on when ICN techs and service provider techs are visiting for equipment upgrades, tests, etc.
- Single point of failure
- Bandwidth needs
- Not enough bandwidth.
- Minimal problems with voice mail issues
- Controlling negative bandwidth usage
- Though mostly minimal, outages cause major problems. These are usually due to fiber breaks. It is understood that the ICN does not cause the breaks. Being a healthcare facility, sometimes people's lives depend on the outcomes of certain reports. Our Radiology images have to go to the group that reads the test, and the test result comes back to us, both through ICN. There has been at least 1 fatality due to an outage situation.
- Maintaining adequate Internet bandwidth
- Possibly adding more 1:1 devices.
- What to do to keep our internet connection up in the event of a denial of service attack.
- Worried the most about CIPA and effectively filtering content
- Increased use of internet for daily business transactions.
- Getting more bandwidth.
- Upgraded the bandwidth and it seems to be performing well in one of my buildings and for the most part "well" in my other building. High school tends to burst above 50 at times, but middle school seems to hold at around 40 to 45.
- Renewing our 1to1 and internal network connections. Also upgrading our internet connection speeds from 60mb to 300mb.
- Network security and denial of service attacks.
- Infrastructure replacement
- ICN no longer has competitive pricing.
- Concerns in the last 6 months would be maxing out our bandwidth when updates come in from Microsoft and Apple other than that we are good.
- Billing issues
- Nothing, maybe redundancy
- Teleworkers have poor connection (they currently use cell phones because of no service from ICN) 2) No call recording 3) Teleworker not about to answer ACD calls
- Will begin using DSL for wireless system soon
- A new firewall has been put in place.
- We were being billed for unused services. Most has been addressed.
- Insufficient broadband for internet
- Insufficient, non-redundant connections to small town medical clinic facilities.
- We added 1:1 iPads for 7/8 grade
- We have increased our bandwidth to accommodate 1:1 at high school and middle school
- Update laptops and i-pads
- More and more reliance on internet makes it even more important to have reliable network equipment internally and a reliable internet connection. It's not really a concern, but something to be aware of.
- How to change the video conferencing option that is currently in place.
- Server hard drive crash a week ago... managed to recover from it with all services and data back within 24 hours of learning of the problem.

- Having enough bandwidth for our 1:1
- Wireless - so many laptops
- Scalability of rural connectivity, cost of overall connectivity
- Very slow response times, intermittent service
- May want to increase bandwidth in future.
- We would love for our two other communities to have access to ICN Internet services, but they are not served. They are located 8-9 miles away from our high school, and their sole affordable connection is DSL.
- DDoS attacks, which I understand they are working on.
- We seemingly always need more bandwidth. It would be nice to see a push to get all agencies to 100 M as a baseline. Let's really push things forward.
- Added Wellendorf ENT to our IHA fiber.
- Increasing demand from 1:1
- Ability to verify bandwidth specifications due to equipment. No on-site access to Ethernet/Internet services. Points of failure between Ethernet/Internet access and site.
- I would like to have fiber put in all my offices, and that is being looked into at this time.
- ISP has had some intermittent ups and downs
- No changes

What are your technical obstacles or advancement needs within the next six (6) months to a year?
Comments: 50
- Greater bandwidth service
- Lack of funds
- Hopefully upgrade the speed so buffering times drop.
- Our focus is on wireless for the campus
- Just increasing from 25Mb service to 60Mb.
- New server/routers
- Keeping up with internet demand
- We are moving to a 1:1 K-12 in July
- Funding
- Need requested bandwidth increase to happen before 2015-2016 school year.
- Remove Single point of failure
- Equipment upgrades to handle bandwidth increases.
- Have 3-4 offices that must have phone systems replaced.
- We don't anticipate any changes
- Knowledge
- Will probably need more bandwidth.
- Budget
- Hoping we can provide enough bandwidth

- Monitoring the bandwidth upgrade to see if 50mbs is sufficient for the high school. Enrollment may continue to drop next year, but the only thing on the horizon is making sure bandwidth is sufficient.
- Replacing our phone systems at our schools.
- Network security.
- Likely will need to reassess our bandwidth within the next calendar year.   Student device use is on the rise.
- Would like to increase bandwidth to all offices. Obstacles are three small offices with poor access to high speed internet.
- Lack of money to fund projects.
- Construction planning for a hospital remodel
- IVR. ACD Enhancements
- High capacity wireless and firewall
- None with ICN
- Possibly more bandwidth for staff.
- Funding and time
- Working with the local telco infrastructure.
- Get more bandwidth to all buildings
- Will most likely continue to increase bandwidth in the next 1-2 years.
- Money
- Make changes to the video conferencing currently in place.
- Refreshing our high school 1-1 laptop program, redeploying laptops from previous 1-1.
- Keeping up on the growing needs of bandwidth
- Transition to more fiber services, create greater redundancies to locations.
- Lack of viable alternatives at this work location. Agency IT support does not recognize their failures or attempt to resolve longstanding problems.
- Fiber construction costs. Per Mb Bandwidth charges
- Cannot get the IHA connections in our rural clinics.
- Aging phone system.
- Integration of cloud computing
- Storage needs
- Expanded wireless. Expanded bandwidth to at least 250 Mbps. Better/more robust firewall.
- Getting Fiber so our usage will not use all our bandwidth.
- Waiting to hear if we get Cat2 funding from erate so we can provide some infrastructure upgrades
- Bandwidth is always a concern.
- Tracking use of Wi-Fi services and filtering to qualify for programs
- Our site is downsizing so cost may become an issue.

What technology services/features are you looking to incorporate into the next six (6) months to a year?
Comments: 32
- More Security
- New server/routers
- New switches to handle increase volume and speed

- Learn Pad 1:1 k-2 and chrome books 3-12
- Additional bandwidth (up to 100MB)
- 1 to 1 roll out starting 2015-2016 school year
- Single point of failure
- Security Appliances (SourceFire) Cisco ISE
- Phones/internet
- We don't anticipate any changes
- More bandwidth.
- 10G backbone internal
- Virtualization & Cloud Storage
- More Ethernet WAN circuits
- May be looking at putting up a few more wireless access points on the network. Probably 2 - 3, so a minimal change. May also look at just shifting around my current access points to see if it helps classrooms who are having connection issues.
- Network security.
- We are looking to update our switches and add a cache box.
- Upgraded wireless, new firewall, new SAN and servers, new computing devices
- At this time unknown, will be mentioning your phone service to our maintenance dept. that handles the phones.
- A redundant line to a medical clinic. Virtual routing to take advantage of that redundant line.
- We are continually looking at a VoIP phone service but have not moved on it formally.
- We will be implementing a solution internally to separate traffic between buildings and installing wired data drops to one computer lab that is only wired to increase reliability.
- Possible change over of our ICN room to a different setup.
- The increase to 100 meg
- Upgrades to fiber connectivity where only copper or lower capacity services exist today, incorporation of multiple data center locations to service our customer base.
- Iterative backup service to centralize servers has been requested for 5 years or longer and has never been made available by DNR IT or ITE.
- Would love to get our rural clinics connected to the IHA fiber system.
- Storage and compute as a service
- Better firewall/traffic shaping.
  Installation of AP's district wide based on Erate Cat2 funding
- Tracking of Wi-Fi

Is there an additional contact in your work area that would be an appropriate recipient of this survey?
56 names were provided.

Optional: If there are additional subjects that you would like to discuss with ICN management, please provide your contact information in the space below, as well as a brief description of the topic.
There were 15 comments. Some respondents did not provide contact information.